

LinkedIn:

<https://www.linkedin.com/in/mattheuskehoe/>

Matthew Kehoe

Trilingual (English, French & Spanish), Senior Renewals specialist with 4 years established experience in client facing roles. Strong analytical and problem-solving skills developed through tech industry experience. My key focus is to provide excellent client experiences built on solid analytics for both internal and external customers.

EMPLOYMENT

October 2018 – Current

SENIOR RENEWALS SPECIALIST & RENEWALS SPECIALIST – Qualtrics, Ireland

- + Coordinate and co-manage renewal strategy for EMEA region.
- + Design and distribute tailored renewals reports to Sales and Customer Success functions (Salesforce).
- + Process client renewals in compliance with financial policies (Netsuite).
- + Collaborate with AR and renewals functions globally in the review and analysis of KPIs (Tableau).

Sept 2017 – May 2018

GRADUATE SKILLS PROGRAMME TUTOR – University of Glasgow, UK

- + Deliver 2-hour workshops on employability and transferable skills.
- + Analyse programme data and provide guidance on marketing strategies.
- + Review and critically evaluate student portfolios.
- + Promote programme at student conferences and promotional events.

May 2016 – July 2016

MARKETING INTERN – Pearson Communication, UK

- + Perform market analysis and research on competition.
- + Structure financial plan and pricing proposition for product.
- + Liaise between client Marketing, Design and Administrative departments.
- + Assist in employee attendance data analysis for payroll department.

June 2017 – August 2017

WARRANTY ASSESSOR – Accenture Operations, Czech Republic

- + Execute compliance verification and analysis on warranty claims in SAP.
- + Provide guidance and support to client dealerships.
- + Evaluate country performance and report to management in Asia.
- + Identify and design automation tools (VBA) for transactional processes.

June 2017 – August 2017

PR TEAM LEAD – Deliveroo, UK

- + Coordinate team of 6 PR agents during Glasgow launch.
- + Source potential candidates and assist in recruitment.
- + Train new employees in job procedure and about organisational culture.
- + Monitor agents to ensure performance complies with company standards.

EDUCATION

2014 – 2018

MASTER OF ARTS (MA), BUSINESS AND MANAGEMENT – University of Glasgow

- + First-class degree (1:1)
- + Senior Honors representative for Undergraduate learning and teaching committee
- + Class representative for International Marketing Consultancy & Entrepreneurship courses

2014 – 2018

JUNIOR HONOURS YEAR ABROAD – Université du Québec à Montréal

- + Grade A average
- + International Ambassador for Study Abroad Programme
- + Placed 3rd in PwC Montreal Case competition representing UQAM

AWARDS

2019

BEST SALES SUPPORT TEAM for Renewals team performance (EOQ)

2018

ADAM SMITH SCHOLAR AWARD for academic excellence

2018

GLASGOW GOGLOBAL AWARD Multinational projects and international involvement

LANGUAGES

English

NATIVE SPEAKER

French

NATIVE SPEAKER

Spanish

FULL PROFESSIONAL PROFICIENCY

Czech

BEGINNER

TRAINING

August 2017

GLOBAL LEADERSHIP MINDSET – Aperian

Management training in the use of cross-cultural frameworks and frame-shifting to leverage multicultural team capabilities when working in international environments.

February 2016

GLOBAL LEADERSHIP EXPERIENCE – Common Purpose

Week-long training programme focusing on developing various leadership styles and soft skills.

March 2015

GRADUATE PERFORMANCE MANAGEMENT PROGRAMME – ILM

Three-day long training programme based in an office environment to develop team working skills and how to build on personal strengths.